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**CITY OF SANTA CLARA
CIVIL SERVICE COMMISSION
SUMMARY OF MINUTES**

November 10, 2008 – 7:00 PM
City Council Chambers, City Hall
1500 Warburton Avenue
Santa Clara, California

Present: Chairperson Mohammed Nadeem, Commissioners Steve Chan, Kim Kristalyn, Fran Palacio and Beverly Silva; Vanessa Guerra, Administrative Analyst for Human Resources, and Sheila Ivers, Recording Secretary.

Absent: All Commissioners were present.

Recommendations for Council Action:

- A) **APPROVE the modification of the job specification for Customer Service Supervisor**
- B) **APPROVE the modification of the job specification for Police Sergeant**
- C) **APPROVE the modification of the job specification for Electric Utility Equipment Operator**
- D) **APPROVE the title change from Water and Energy Conservation Coordinator to Energy Conservation Coordinator, and the job specification for same**
- E) **APPROVE the modification of the job specification for Public Works Inspector**

I. ROUTINE ITEMS

A. CALL TO ORDER - PLEDGE OF ALLEGIANCE

Chairperson Nadeem called the meeting to order at 7:01 p.m., and led the group in the Pledge of Allegiance.

- B. MINUTES of September 8, 2008 Civil Service Commission meeting
MOTION by Commissioner Silva, seconded by Commissioner Palacio, to
**APPROVE the minutes of the September 8, 2008 Civil Service
Commission meeting.**
MOTION carried 5-0.**

- C. CHANGE OF STATUS REPORT for September and October, 2008**

- D. CURRENT RECRUITMENT ACTIVITY REPORT for
September and October, 2008**

- E. EXAMINATION REPORTS for September and October, 2008
MOTION by Commissioner Silva, seconded by
Commissioner Chan, to **NOTE AND FILE** Items I-C, I-D, and I-E.
MOTION carried 5-0.**

II. UNFINISHED BUSINESS

A. MEETING MINUTES for July 14, 2008

Ms. Vanessa Guerra, Administrative Analyst, explained that there had been an error in the voting on approval of the July 14, 2008 Civil Service meeting minutes, and the vote would need to be re-taken. Accordingly, the matter was voted on again.

MOTION by Commissioner Silva, seconded by Commissioner Palacio, to **APPROVE** the minutes of the July 14, 2008 Civil Service Commission meeting.

MOTION carried 4-0, with 1 abstention, as Chairperson Mohammed Nadeem was not present at the July 14, 2008 meeting.

III. NEW BUSINESS

A. CONSIDER REQUEST to Extend Eligible List for Senior Electrician Technician

MOTION by Chairperson Silva, seconded by Commissioner Kristalyn, to **APPROVE** the extension of the eligible list for Senior Electrician Technician by six months to May 30, 2009.

MOTION carried 5-0.

B. CONSIDER REQUEST to Extend Eligible List for Fire Captain

MOTION by Commissioner Silva, seconded by Commissioner Kristalyn, to **APPROVE** the extension of the eligible list for Fire Captain for six months to May 10, 2009.

MOTION carried 5-0.

C. CONSIDER REQUEST to Modify Job Specification for Customer Service Supervisor

MOTION by Commissioner Silva, seconded by Commissioner Palacio, to **APPROVE** the modification of the job specification for Customer Service Supervisor.

MOTION carried 5-0.

D. CONSIDER REQUEST to Modify Job Specification for Business Analyst

MOTION by Commissioner Chan, seconded by Commissioner Palacio, to have staff take this specification back to the Department, re-evaluate the education and experience section (in particular the substitution of one year of related business experience for one year of required accredited college or university experience), and bring the specification back to the Commission to be considered at the January 12, 2009 meeting.

MOTION carried, 5-0.

Civil Service Commission Summary of Minutes-November 10, 2008 (Continued)

- E. **CONSIDER REQUEST** to Modify Job Specification for Police Sergeant
MOTION by Commissioner Kristalyn, seconded by Commissioner Silva,
to **APPROVE** the modification of the job specification for Police
Sergeant.
MOTION carried 5-0.

- F. **CONSIDER REQUEST** to Modify Job Specification and Examination
Weighting for Electric Utility Equipment Operator
MOTION by Commissioner Silva, seconded by Commissioner Palacio, to
APPROVE the modification of the job specification for Electric Utility
Equipment Operator, and the change in examination weighting from
qualifying performance, 50% written and 50% oral examination to 50%
performance and 50% oral examination.
MOTION carried 5-0.

- G. **CONSIDER REQUEST** to Modify Job Specification, including Title
Change, from Water and Energy Conservation Coordinator to Energy
Conservation Coordinator
MOTION by Commissioner Kristalyn, seconded by Commissioner Silva,
to **APPROVE** the title change of Water and Energy Conservation
Coordinator to Energy Conservation Coordinator, and in addition,
approve the modification of the job specification for Energy
Conservation Coordinator.
MOTION carried 5-0.

- H. **CONSIDER REQUEST** to Modify Job Specification for Public Works
Inspector
MOTION by Commissioner Silva, seconded by Commissioner Palacio, to
APPROVE the modification of the job specification for Public Works
Inspector.
MOTION carried 5-0.

IV. **INFORMATIONAL ITEMS** –

- A. **Leadership Santa Clara** - Ms. Guerra called the Commission's attention to
the information in their packets regarding Leadership Santa Clara,
mentioning how wonderful a program this is, and how beneficial it has
been to other citizens in Santa Clara. Chairperson Nadeem agreed,
enthusiastically recommending the program to his fellow Commissioners.

- B. **Petition of Henry Calibozo** – Mr. Henry Calibozo, currently an
Equipment Operator in the Water and Sewer Utilities Department,
addressed the Civil Service Commission regarding his concern over the

Civil Service Commission Summary of Minutes-November 10, 2008 (Continued)

selection process for the position of Street Sweeper Operator, a position which he had applied for this past year.

V. ORAL COMMUNICATIONS – None

VI. ADJOURNMENT

MOTION by Commissioner Kristalyn, seconded by Commissioner Chan, to adjourn the meeting at 8:14 p.m. until the next regular Civil Service Commission meeting at 7:00 p.m. on Monday, January 12, 2009.
MOTION carried 5-0.

CITY OF SANTA CLARA, CALIFORNIA
CUSTOMER SERVICE SUPERVISOR
(367)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Any combination equivalent to graduation from high school or possession of GED;
- Three (3) years public contact experience working in a lead or supervisory capacity responsible for clerical and/or utility customer service representatives.

LICENSE

Possession of a valid California Class C driver's license is required at time of application.

DISTINGUISHING CHARACTERISTICS

The Customer Services Supervisor is distinguished from other staff positions by its focus on first line supervisory responsibility for the operation of the daily activities, scheduling, and work flow of assigned customer service employees of the division; and the objective of promoting a favorable attitude toward the City's electric, water, sewer, and refuse utilities.

TYPICAL DUTIES:

Under direct supervision:

- Supervises the activities of the Customer Service Representatives and Senior Customer Service Representatives in the Contact Center, Business Tax & License, Cashiering and Utility areas;
- Supervises daily data entry of all utility service requests, closing bill functions, adjustments to utility accounts, transfers between accounts, and the utility audit desk and refuse billing desk.
- Oversees the credit, collection, and deposit functions for all City accounts.
- Processes and maintains all bankruptcy claims;
- Calculates and prepares quarterly State Energy Surcharge Reports;
- Audits daily and weekly billings rendered reports;
- Develops, schedules, and conducts continuing training programs in operational, technical, and public relations areas;
- Sets standards for work measurement and quality control;
- Assists in the preparation of annual budgets, reports, performance appraisals, and disciplinary actions;
- Assists in interviewing applicants;
- Prepare statistical reports;
- Deals with more difficult inquiries from public regarding requirements related to the work of the division and
- Performs other related duties as assigned.

CUSTOMER SERVICE SUPERVISOR (continued)

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Customer service principles and procedures;
- Principles and practices of supervision;
- Oral and written business English usage;
- Office safety practices, procedures and standards
- Comprehensive report writing techniques and
- Technical systems and application software.

Good ability to:

- Organize daily work assignments;
- Deal professionally, tactfully, and courteously with the public and co-workers;
- Communicate effectively, both orally and in writing;
- Assimilate and understand information and make sound decisions in resolving customer related problems and issues;
- Deal professionally, tactfully, and courteously with the general public and other employees.
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines and
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

SUPERVISION RECEIVED

Works under the direct supervision of the Municipal Services Division Manager.

SUPERVISION EXERCISED

Supervises Senior Customer Service Representatives and Customer Service Representatives.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

CITY OF SANTA CLARA, CALIFORNIA
POLICE SERGEANT
(665)

EDUCATION AND EXPERIENCE

Minimum Requirements:

- Education equivalent to sixty (60) semester units or ninety (90) quarter units of academic level courses at an accredited college or university if hired as a Santa Clara police officer without prior experience; or
- Thirty (30) semester units or forty-five (45) quarter units of academic level courses at an accredited college or university if hired as a Santa Clara police officer with previous qualifying police experience; and
- Four (4) years of experience as a Police Officer in a municipal law enforcement agency, three (3) of which must have been with the City of Santa Clara Police Department; and
- Possession of an Intermediate P.O.S.T. Certificate.

LICENSE

Possession of an appropriate, valid California driver's license is required at the time of application.

TYPICAL DUTIES

May be assigned to any of the divisions within the department. Any one position may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general supervision:

- Directs, supervises, leads, and evaluates Police Officers, Jail Service Officers, Community Service Officers, other non-sworn staff and volunteers engaged in various law enforcement activities related to patrol, traffic investigations, administrative tasks, community policing, and problem oriented policing projects
- Makes investigations of complaints and crime reports to determine if a crime has been committed
- May act as a liaison between the Department and other agencies or City departments;
- Interviews potential employees
- May sit on various oral boards, both internal and external
- takes charge of collecting facts and interviewing witnesses at the scene of crimes and traffic accidents
- Provides various types of training at musters
- Disseminates information to officers and supervisors
- Provides plans for tactical operations for the apprehension of suspects
- Accurately evaluates and documents performance appraisals
- Coordinates major events
- Enforces traffic laws

POLICE SERGEANT (continued)

- Participates in the development of traffic safety and control programs
- Appears in court to present evidence or testimony; reviews reports submitted by Police Officers
- Gives information and directions to the public
- May operate a patrol car, motorcycle, other vehicle, or bicycle
- Acts as a mentor to subordinates
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Police methods and procedures, including patrol work, traffic control, basic investigation and identification techniques
- Criminal law with particular reference to apprehension, arrest, and custody of persons accused of misdemeanors and felonies, including rules of evidence pertaining to search and seizure and the preservation and presentation of evidence in criminal cases
- Basic principles and practices of supervision
- Crime prevention
- Community-oriented policing and problem solving

Ability to:

- Schedule, organize, train, lead, and supervise the work of subordinates
- Analyze situations effectively and interpret and apply laws and departmental rules and regulations
- Demonstrate keen powers of observation and memory
- Communicate effectively, both orally and in writing
- Work in a team-based environment and achieve common goals
- Prepare clear, concise and comprehensive written reports
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Establish and maintain cooperative working relationships with public officials employees, and the general public
- Demonstrate a modern awareness of cultural differences and life styles

SUPERVISION RECEIVED

Works under the general supervision of a Police Lieutenant or higher ranking sworn official.

SUPERVISION EXERCISED

Supervises Police Officers and other personnel as assigned.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

CITY OF SANTA CLARA, CALIFORNIA
ELECTRIC UTILITY EQUIPMENT OPERATOR
(429)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Education equivalent to completion of the eighth grade;
- Two years of varied construction or maintenance experience, including at least one hundred (100) hours as an operator of heavy equipment such as graders, loaders, backhoes, large tractors, or related heavy power-driven equipment

LICENSES/CERTIFICATIONS

Possession of a valid California Class C driver's license is required at the time of application and for the duration of employment and the ability to obtain the following license/certificate(s) within six (6) months of employment:

- A valid Class A Commercial driver's license with applicable endorsements;
- A valid certificate of competency as a Certified Crane Operator by a certifying entity accredited by the National Commission for Certifying Agencies (NCCA) is required within twelve (12) months of employment.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification are responsible for maintenance and operation of the City of Santa Clara's heavy equipment such as graders, loaders, backhoes, large tractors, or related heavy power-driven equipment, and are required to become certified as a crane operator.

TYPICAL DUTIES:

Under general supervision:

- Performs skilled work in the maintenance, construction and installation of electric facilities using medium and heavy power-driven equipment;
- Operates, maintains, and makes minor field repairs to equipment including but not limited to, graders, rollers, cranes, loaders, backhoes, tractors, hole digger trucks, trucks with cranes, dump trucks, and bulldozers;
- Cuts and clears ditches;
- Sets poles in energized circuits by use of cranes;
- Operates crane to lift and move pipe, poles, transformers, and other construction materials;
- Performs incidental construction and maintenance work and manual labor as necessary;
- Assists in the work of utility crew when not operating equipment;
- May assist in the training of personnel as assigned; and
- Performs other related duties as assigned

ELECTRIC UTILITY EQUIPMENT OPERATOR (Continued)

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- The operation and maintenance of, a wide variety of equipment including, but not limited to, graders, bulldozers, tractors, cranes, power hole diggers, backhoe and rollers in the vicinity of energized and non-energized high voltage facilities;
- The methods, practices, equipment and material used in utility construction and maintenance;
- Environmental and safety practices, procedures and standards; and
- Supervisory practices and procedures

Ability to

- Operate a wide variety of equipment including, but not limited to graders, bulldozers, tractors, cranes, power hole diggers, backhoe, and rollers;
- Follow oral and written instructions;
- Perform heavy manual labor;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Walk or stand for extended periods of time;
- Perform work indoors and outdoors throughout the year;
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties;
- Supervise, counsel, evaluate and communicate with subordinates; and
- Effectively lead a team of employees

SUPERVISION RECEIVED

Works under the general supervision of a Foreman/Forewoman or Crew Leader level in the Electric Utility Department or other supervision as assigned.

SUPERVISION EXERCISED

May act as Lead person over a small utility crew in the absence of higher authority.

SPECIAL CONDITIONS

Incumbents in this classification may be subject to drug and/or alcohol testing as mandated by federal regulations.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

May be required to work unusual hours in the performance of duties and emergency situations and be available on an "on-call" basis.

CITY OF SANTA CLARA, CALIFORNIA
ENERGY CONSERVATION COORDINATOR
(913)

EDUCATION AND EXPERIENCE

Minimum Requirements:

- Graduation from an accredited college or university with a Bachelor's degree and major course work in engineering, environmental studies, business administration, public administration, communications, or a closely related field; and
- A minimum of two years of experience involving, energy or other resource conservation and customer service program management.

LICENSES AND CERTIFICATIONS REQUIRED

Possession of a valid Class C driver's license is required at the time of application and for the duration of employment. A certificate of completion of, energy auditing, energy management, resource conservation or communications courses is highly desirable.

DISTINGUISHING CHARACTERISTICS

This is a position in the classified service assigned to work in the Electric Utility Department. The incumbent is responsible for the planning development, modification, implementation, coordination and management of energy conservation and customer service programs for the City of Santa Clara Electric Utility, including existing programs such as the City's Energy Audit Service and Energy Conservation Hotline. The incumbent will be expected to exercise independent judgement and be able to communicate effectively, orally or in writing.

TYPICAL TASKS:

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction:

- Develops and manages energy conserving device retrofit and incentive programs;
- Develops and disseminates conservation and services information suitable for distribution to the public;
- Coordinates support services to produce conservation and services materials;
- Sets up displays or workshops, classes and conservation presentations;
- Performs and/or organizes residential energy audits and verification inspections;
- Fields customer comments and questions regarding energy use and bill calculations;
- Determines the cost-effectiveness of various energy conservation programs and techniques for the customer and the utility;
- Investigates electric rate incentive programs;
- Uses computer programs to analyze and present information to staff and customers;

ENERGY CONSERVATION COORDINATOR (Continued)

- Represents the City regarding energy conservation issues before the assorted governmental agencies, other energy suppliers, chambers of commerce, apartment and home owners associations and community groups;
- Develops and implements public information programs concerning energy conservation, including press releases, newsletters, flyers, bill stuffers and other forms of information;
- Prepares technical reports concerning the use of energy;
- Develops programs for annual Public Power Week;
- Coordinates energy conservation efforts of other City departments and agencies of the City;
- May direct and supervise support staff, part-time, as-needed or contract employees and volunteers in the implementation of energy conservation programs;
- May install or provide advice in the installation of energy-saving devices; and
- Performs related work as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles and practices of energy conservation and Demand-side management, including the use of common utility benefit/cost ration tests;
- Electric generation technologies and terminology;
- Electric rates and bill calculations, including energy, demand and power factor;
- Elements of electric generation and distribution systems;
- Electric safety;
- Common electrical terms and formulas;
- The energy-saving technologies
- Principals and practices of lighting, weatherization, waste heat recovery and indoor climate control;
- General building construction and components;
- The laws and regulatory codes applicable to energy use and energy efficiency, including the State Energy Efficiency Standards for Residential and Nonresidential Buildings (Title 24) and State Appliance Efficiency Standards (Title 20) and
- The principles and techniques of supervision and personnel administration.

Desirable Knowledge:

- Proficiency with Windows-based word processing, spreadsheet, web browser and presentation programs.

Ability to:

- Work tactfully with the public and co-workers;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Follow oral and written instructions;
- Speak on a one-to-one basis and in front of groups of various sizes;

ENERGY CONSERVATION COORDINATOR (Continued)

- Write, organize and effectively present informational material for public distribution using common computer applications;
- Effectively handle multiple priorities, organize workload and meet deadlines; and
- Ability to supervise and/or train subordinates.

SUPERVISION RECEIVED

Works under the general supervision of the Director of Electric Utility, Assistant Director(s), or Senior Electric Utility Engineer, or other supervisor as assigned.

SUPERVISION EXERCISED

May supervise support staff, part-time, as-needed labor, contract employees, or volunteers.

SPECIAL CONDITIONS

Must be able to perform all of the essential functions of the job assignment.

May be expected to work evenings and weekends as required.

Must be able to lift up to 50 pounds, move large appliances short distances and climb ladders to inspect attic spaces for certain programs.

Must be computer literate and tested for computer literacy.

CITY OF SANTA CLARA, CALIFORNIA
PUBLIC WORKS INSPECTOR
(680)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Education equivalent to completion of the twelfth grade, and
- Two years of responsible engineering field inspection work on public works projects.

Substitution: 60 College credit hours in engineering, architecture or related college credits may be substituted for up to one year of the experience.

Or

A Class A license in general engineering construction may be substituted for one year of the experience.

DISTINGUISHING CHARACTERISTICS

This is a technical class in the classified service. The incumbent performs highly responsible work in the inspection of construction projects for compliance with City standards.

LICENSE

Possession of a valid California Class C driver's license is required at the time of application and for the duration of employment.

CERTIFICATIONS:

Special Inspection Certifications as required by the Building Official are desirable.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction:

- Performs inspections for compliance with plan and specification requirements;
- Keeps daily records of work performed;
- Performs quantity calculations and accounting;
- Initiates progress and final payments;
- Monitors project safety of construction projects within street rights-of-way and on City property;
- Inspects improvements including: bridges, streets, sidewalks, curbs, underground utilities, traffic signals, pump stations, landscaping, parking lots and buildings on City property. Building inspection is exclusive of Building Code inspections made by City Building Department, but may include special inspections as required by the Building Code;
- Is the primary contact for interpretation of plans and specifications;
- Makes contact with general public insofar as projects affect adjacent property owners and

PUBLIC WORKS INSPECTOR (continued)

- public use of area within project limits;
- Responds to inquiries and complaints from the public by researching information, inspecting area of concern, advising contractors of problems, and recommending corrective actions;
- Researches information pertaining to construction projects, documents, findings, and related subjects, and prepares reports and correspondence to communicate findings and recommendations to management;
- Performs material sampling and testing on a limited basis;
- Monitors manpower reports for compliance with State and Federal regulations;
- Reviews contract documents for constructability; and
- Performs other related duties as assigned.

KNOWLEDGE and ABILITIES

Knowledge of:

- The methods, materials and equipment used in public works construction;
- The CAL OSHA Construction Safety Orders and traffic safety procedures in construction areas;
- Common materials testing techniques;
- The principles of algebra, geometry and trigonometry and their application to engineering construction; and
- Environmental and safety practices, procedures and standards e.g. confined space and trench safety.

Ability to:

- Work effectively with contractors in enforcing contract provisions;
- Read, interpret and work from engineering plans and specifications;
- Make non-professional engineering inspections including appropriate materials tests;
- Make engineering computations;
- Maintain records;
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including contractors and the general public;
- Communicate effectively, both orally and in writing;
- Work in a team based environment and achieve common goals;
- Effectively handle multiple priorities, organize workload and meet strict deadlines;
- Walk or stand for extended periods of time; and
- Bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION EXERCISED

Assists in the training of new personnel or other inspectors, as assigned. May supervise other sub professional personnel on large projects.

SUPERVISION RECEIVED

Works under the Principal Engineer or others as assigned.

SPECIAL CONDITIONS

The incumbent may be required to work odd and unusual hours on occasion.

PUBLIC WORKS INSPECTOR (continued)

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.